

Urban Triage/Dane County CORE 2.0 Announcement

September 20, 2021



Urban Triage and Dane County Human Services are proud to present our rental support program as part of the **Dane County CORE 2.0** collaboration with the City of Madison, Community Action Coalition (CAC), and Tenant Resource Center (TRC).

Staff and volunteers at Urban Triage are eager to begin providing exceptional customer service to our community through our stigma-free call center and in-person drop-in hours **for residents who live outside of the City of Madison.**

On September 22, 2021, we will begin processing applications submitted to TRC before their database shut down to transfer application information to our database. **Our website,**

application form, call center, and online chat will be available to all residents outside the City of Madison as of October 1, 2021. Our service area includes Deforest, Stoughton, Middleton, Verona, Sun Prairie, Cottage Grove, Monona, Marshall, Waunakee, Blue Mounds, Deerfield, Fitchburg, and 13 other Dane County municipalities. **CAC will serve the residents of the City of Madison.**

In March 2020, Urban Triage began implementing support programs geared toward Black families and those most vulnerable to the Covid-19 outbreak. Our goal at UT is to be a reliable and effective provider of services to vulnerable community members and adept at appropriately adapting to their needs.

Urban Triage Rental Support Program:

- ❖ New Administrative Office **is move-in ready located at 147 S Butler St** to make room for our **call center**, which is located at 2312 S Park St Madison WI 53713
- ❖ 2312 S Park St Madison WI 53713 will now operate as our direct service hub
- ❖ **Effective 10/1/2021**, our application, website, chat and call center will go live.
- ❖ Our call center number will be the front-facing number for the entire Dane County CORE 2.0 program.
 - Residents residing in the City of Madison will press two and be transferred directly to CAC for support.
- ❖ **Our Call Center will start taking calls on Monday, 10/4/2021.**
 - Our Call Center will run from **Monday through Thursday to assist with applications and to answer questions regarding the status of applications**
 - For members of the community who do not speak English, there will be a language line
 - Call Center hours of operations are Mondays and Wednesdays from 7:30 AM till 6 PM

- Tuesdays & Thursdays from 7:30 AM to 3:30 PM
 - We'll close at 3:30 PM Tuesdays and Thursdays for staff development.
 - **Fridays**, our call center will be closed for the processing of applications.
- **Effective the week of 10/4/2021**, In-person support at 2312 S Park St Madison WI 53713 will be available.
- **On Wednesdays and Thursdays from 12 to 3 PM**
- ❖ Our website will offer live chat support to community members, and they will be able to upload documents via the chat service.
- ❖ All incoming and outgoing calls will be recorded and documented for quality assurance.
- ❖ All representatives will receive quality assurance feedback/coaching to ensure we are providing humanity centered stigma-free services.
- ❖ All applications **submitted with required documentation** for payment approval will be processed within 5 to 10 business days
- ❖ Incomplete applications will be processed according to how long it takes the landlord and/or tenant to submit the required documentation. Once all documentation is received, the processing time will be 5 to 10 business days
- ❖ All residents in the City of Madison who accidentally reach a UT representative will be soft transferred to CAC for support.

UT is excited to provide services for residents of Dane County who reside outside of the City of Madison. For questions, don't hesitate to contact us at info@urbantriage.org or call 608 520-0741.